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March 10, 2022

VIA ELECTRONIC FILING (Public Version) and
VIA HAND-DELIVERY (Confidential Version)

The Honorable Jocelyn G. Boyd
Chief Clerk/ Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Valli Finney v. Duke Energy Progress, LLC
Docket Number: 2021-363-E

Dear Ms. Boyd:

On March 8, 2022, Hearing Officer David Stark contacted representatives for Duke Energy Progress, LLC (the “Company”) to request clarification on an issue raised in an email from Valli Finney (“Mrs. Finney”). On March 7, 2022, Mrs. Finney sent an email stating that “[b]y cutting us off, I had to find a way to pay more that one month, which strapped me financially, since I can no longer work.” Mr. Stark inquired whether Mrs. Finney’s service had been terminated by the Company during the pendency of this proceeding before the Commission.

Although the Company provided a brief response to Mr. Stark’s question on March 8 and explained that Mrs. Finney’s account has not been disconnected for non-payment since it became active in June 2019, the Company would like to provide additional information to the Commission for the sake of transparency. Because some of this information contains customer-specific account information, the Company is filing a confidential version of this letter with the Commission under seal and requests confidential treatment of the confidential version of this letter pursuant to S.C. Code Ann. Reg. 103-804(S)(2), the S.C. Freedom of Information Act—S.C. Code Ann. § 30-4-10, et seq.—and the Family Privacy Protection Act—S.C. Code Ann. § 30-2-10, et seq.

The Company has reviewed the account’s history and determined that service has never been terminated, and it has not been disconnected for non-payment since it became active in June 2019. On January 16, 2022, an outage occurred that affected the address and impacted a total of 1,494 customers; however, the customers at Mrs. Finney’s address did not report the outage to the Company. Service was out from 8:31 am - 10:02 am. Accordingly, the account’s service has not been terminated during the time the Complaints have been pending before the Commission. Screenshots showing the outage history for this account are below.

The Honorable Jocelyn G. Boyd
 March 10, 2022
 Page 2

OUTAGE HISTORY

MATTHEW FINNEY (ID: [REDACTED])

Incident ID	Incident Type	First Call	Restore Date
5446233	Out	01-16-2022 08:31:54 AM	01-16-2022 10:02:35 AM
5389644	Out	08-16-2021 03:21:49 PM	08-16-2021 04:44:15 PM
5333966	Out	04-08-2021 04:19:41 AM	04-08-2021 05:50:45 AM
5283387	Out	11-09-2020 10:51:29 AM	11-09-2020 10:51:29 AM
5283381	Out	11-09-2020 10:45:53 AM	11-09-2020 10:45:53 AM

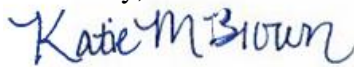
Incident ID: 5446233

Outage Information			
First Call At 01-16-2022 08:31:54 AM	Restored On 01-16-2022 10:02:35 AM	Incident ID 5446233	Cause N/A
Device [REDACTED]	Circuit [REDACTED]	Est Cust Affected 1494	
Incident Notes			
No Calls For This Account.			

Additionally, the Company has determined that the amount due under the Equal Payment Plan was \$[REDACTED]/month prior to the Company inadvertently removing the account from the Equal Payment Plan on September 10, 2021. The next billing statement was processed on September 15, 2021, and the customer was required to pay the actual account balance of \$[REDACTED] at that time, which is the only month she was required to pay more than what would have been due under the Equal Payment Plan. The next two bills the customer received were for \$[REDACTED] on October 14, 2021 and \$[REDACTED] on November 15, 2021, which were both lower than her prior Equal Payment Plan amount of \$[REDACTED]. The account's current monthly payment amount under the Annual Budget Billing Plan is \$[REDACTED] and began with the December 15, 2021 statement. The account is current with \$[REDACTED] due on March 14, 2022.

By copy of this letter, we are providing a copy of same to the parties of record.

Sincerely,



Katie M. Brown

cc: Valli Finney (via U.S. Mail and email)
 Andrew Bateman, Office of Regulatory Staff (via email)
 Carri Grube Lybarker, Department of Consumer Affairs (via email)
 Roger P. Hall, Department of Consumer Affairs (via email)
 Samuel J. Wellborn, Duke Energy Progress, LLC (via email)
 David Stark, Public Service Commission of South Carolina (via email)